

Welcome to
AmericanChecked!



AmericanChecked
Background Screening Solutions®

Thank you so much for choosing AmericanChecked as your new background screening provider!

Our Client Service team is eager to provide you with excellent service throughout your entire journey with AmericanChecked. We are available for any questions or concerns you may have at helpdesk@americanchecked.com or available by phone at (800) 975- 9876, Monday – Friday 8am – 5:30pm CST where you can speak to one of our awesome Client Service Representatives.

This PowerPoint will act as an overview of our website and a tool you can reference on how to place orders, reads reports, and show you some helpful features we offer you as one of our valued clients.

Your Home screen:

Once logged into AmericanChecked, you will be directed to your home screen. In the right-hand column, we have some **Quick Tips** that may be useful to you and your team. In the far-left hand column, you will see **Messages**. This is where we post important messages & updates about our service as well as national information about potential court closures & delays to keep you in the know.

AmericanChecked inc.
Background Screening Solutions®

Home | Orders | Invoices | Applicants | Categories | Clients

New Order | New Applicant Order | New Business Order

Messages

For Gaming Regulators and Commissioners, click below for proprietary Tribal information.
[Click Here](#)

Tribal TRAC

State Compliance Rules
[Click Here](#)

COMPLIANCE

Recently Received Reports
Today
Last 3 Days
Last 7 Days
Last 30 Days

Recently Submitted Reports
Today
Last 3 Days
All Work In Progress

Recently Entered Reports
Orders in Entered Status
Orders Entered Today

Document Library
[Show Documents](#)

Monitor User Activity
[Monitor User Activity](#)

WELCOME TO AMERICANCHECKED INC.

Quick Tips

ENTER A REQUEST ON AN INDIVIDUAL:
Select "New Order", located in the upper left corner, just below the "Home" tab.

ENTER A REQUEST ON A BUSINESS:
Select "New Business Order".

QUICK ACCESS TO REPORTS:
Select the link below the "Categories" tab to view "Recently Received Reports" (completed reports), "Recently Submitted Reports" (pending reports) and "Recently Entered Reports" (reports not submitted, but in entered status). Select the "Applicant ID" to view the reports.

SEARCH THE ARCHIVED LIBRARY:
Select the "Applicants Tab", located in the upper left, between the "Invoices" and "Categories" tabs. Search by "Last Name", "SSN" or Date Range (MM/DD/YYYY). Sort features such as "Applicant Name", "Applicant ID" as well as others are available by using the "Sort by:" drop down box(es) on the right side of the screen.

SEARCH BY PRODUCT OR STATUS:
Select the "Categories" tab, located in the upper left corner, next to the "Applicants" tab. Select the Status and/or Category you would like to search. Include the "Submitted Date Range" (MM/DD/YYYY) to narrow your search.

NEED HELP?
Please contact Customer Service at 800-975-9876 or contact the Help Desk at helpdesk@americanchecked.com or by selecting the "AmericanChecked Help Desk" link at the bottom of the screen.

Your Home screen:

The middle column of your home screen has lots of useful links that provide you...

- **Recently Received Reports**, which are completed reports of applicants that are returned to you for viewing.
- **Recently Submitted Reports**, which are orders that are submitted for research but are pending completion.
- **Recently Entered Orders**, which are orders that have been entered into our system but have not been submitted yet in order to start our research.

- We also have **Document Library** which contains sample documents such as: Disclosure & Authorization Forms, Summary of Rights, Special Instruction Forms (adverse action letters, I-9 forms, etc.), and State Specific forms.

- Lastly, the **Monitor User Activity** link which will show you everyone who has access to your account, their username, contact info, and last date of activity within the account.

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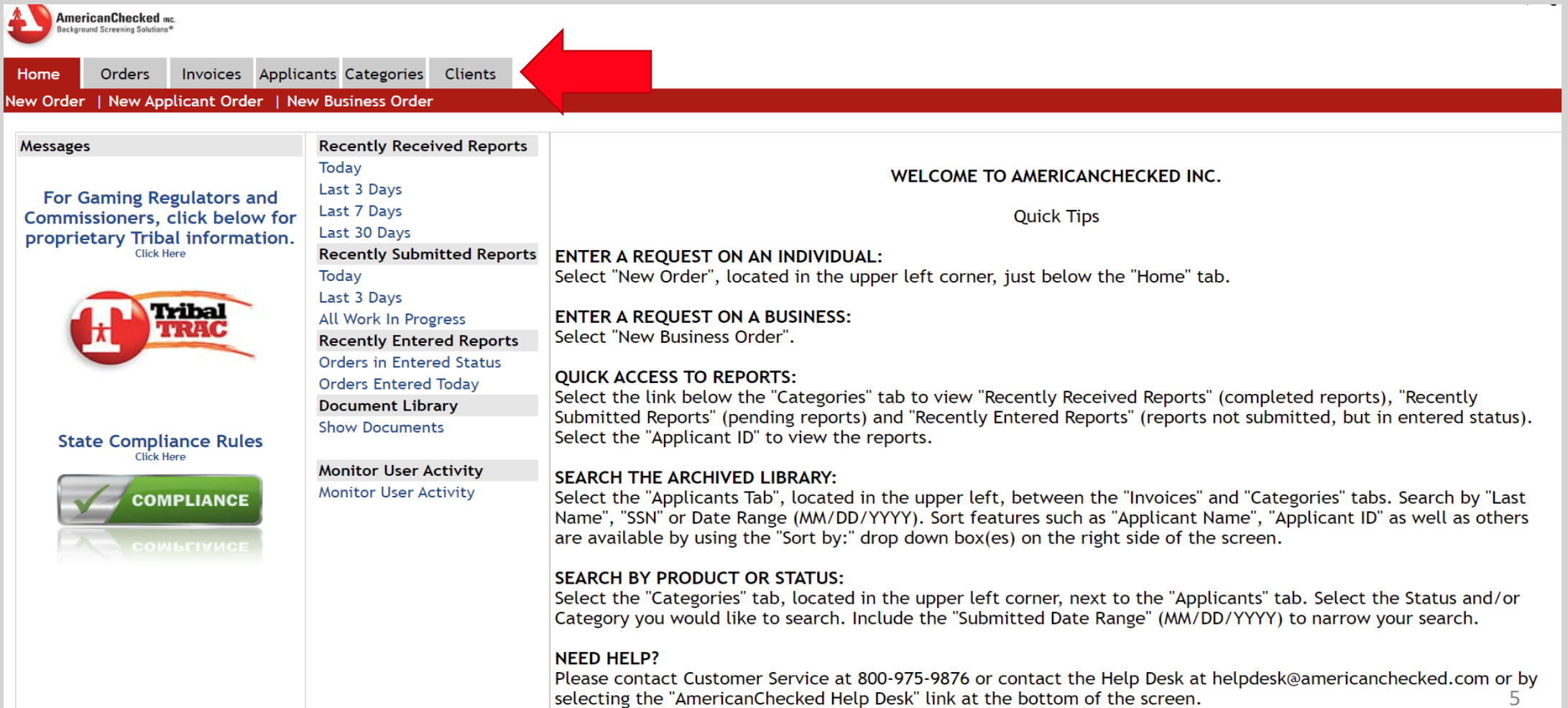
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Your Home screen:

- The tabs on the top left-hand side of your home screen will be what you use most frequently in your day-to-day usage of AmericanChecked. This is where you can create new orders for applicants, new business orders (if applicable), see existing orders, view invoices, search applicants, also filter a search through category.

The next few slides will go through each tab more in depth.



The screenshot shows the AmericanChecked Inc. Home screen. At the top left is the logo for AmericanChecked Inc. Background Screening Solutions®. Below the logo is a navigation bar with tabs: Home, Orders, Invoices, Applicants, Categories, and Clients. A red arrow points to the 'Home' tab. Below the navigation bar is a secondary bar with links: New Order, New Applicant Order, and New Business Order. The main content area is divided into three columns. The left column contains a 'Messages' section with a link for gaming regulators, a 'Tribal TRAC' logo, and a 'State Compliance Rules' link with a 'COMPLIANCE' button. The middle column contains sections for 'Recently Received Reports', 'Recently Submitted Reports', 'Recently Entered Reports', 'Document Library', and 'Monitor User Activity'. The right column contains a 'WELCOME TO AMERICANCHECKED INC.' message, 'Quick Tips', and several sections: 'ENTER A REQUEST ON AN INDIVIDUAL:', 'ENTER A REQUEST ON A BUSINESS:', 'QUICK ACCESS TO REPORTS:', 'SEARCH THE ARCHIVED LIBRARY:', 'SEARCH BY PRODUCT OR STATUS:', and 'NEED HELP?'. The 'NEED HELP?' section provides contact information for customer service.

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SEARCH BY PRODUCT OR STATUS:
Select the "Categories" tab, located in the upper left corner, next to the "Applicants" tab. Select the Status and/or Category you would like to search. Include the "Submitted Date Range" (MM/DD/YYYY) to narrow your search.

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Home

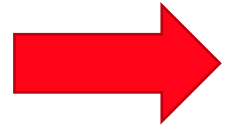
Orders

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New Order | New Applicant Order | New Business Order

New Order:

Once you have clicked on the New Order tab, you will be prompted to input your ClientID (use drop down feature to select client ID if you have access to multiple accounts) and click "submit".



ClientID *

Submit ClientID

Click this submit button anytime you select the ClientID.




New Order:

-Under **ORDER SELECTION**, you are required to select from any package(s) that have been curated for you, or any A la Carte Services that fit the needs for that specific applicant or job for which they are applying. The most important step when placing an order is product selection. This is what we search for on each individual applicant. See star below for package/product selection.

- Under **APPLICANT INFO**, all required fields will be in **RED** text. Please see below for an example of what the APPLICANT INFO section should look like.

*Please Note: Additional addresses during the past seven years may be input either by zip code OR city & state. Additional charges may apply depending on court specific guidelines. See arrow below for example.

ORDER		REQUESTED 5/18/2022	PRINTED 5/18/2022
Ordered by	7000BC Demo Test		
Subject ID	OPTIONAL		
Department or Location	INVOICE SORTING - ON REPORT		
Recruiter	YOUR NAME WILL BE HERE		
ORDER SELECTION			
Client Comments	This is where you can have instructions that only you will see. You enter these in the "Order Entry RA Comments" text block in the Client Record for this client.		
RA Comments			
Packages	Volunteer Check Plus <input checked="" type="checkbox"/> (7 Yr. Single County Criminal Search, Volunteer Check,)		
A la Carte Services	7 Yr. County Criminal Search <input type="checkbox"/> Education Verification <input checked="" type="checkbox"/> Personal Reference <input checked="" type="checkbox"/> Statewide Criminal Search <input type="checkbox"/>	Business Credit <input type="checkbox"/> Employment Verification <input checked="" type="checkbox"/> Professional Reference <input checked="" type="checkbox"/>	
APPLICANT INFO			
NOTE: For maximum accuracy, it is important to provide Middle Names or Initials when searching court records. Please enter Middle Names or Initials available for all names below.			
First Name	Middle Name	Last Name	Applicant Suffix
John	Example	Smith	<input type="text" value="v"/>
Other Names Used	Middle Name	Last Name	
First Name			
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Current Address	City	State	Zip Code
Street or PO Box			
1234 Happy Ln.	Tulsa	OK	12345
List other addresses during past 7 years to be searched	City	State	
Zip Code			
12345 -or-	<input type="text"/>	<input type="text"/>	
<input type="text"/> -or-	Tulsa	OK	





New Order:

- Under **APPLICANT IDENTIFIERS**, the required fields will be in **RED** text. Although, if you are ordering an MVR report, the **Drivers License #** is required and will allow for alpha numeric characters. **Issuing State** is also required.
- If an applicant has given permission to verify their present employer, choose "YES" under "OK to Contact Present Employer?" We suggest to only enter the employers the applicant has given permission to verify.
- Under **APPLICANT CONTACT INFO**, phone number & email address are not required but strongly recommended in case we need to reach out to the applicant for any additional information as well as verifications (if applicable).

When completed, select **NEXT** as show below.

APPLICANT IDENTIFIERS	
Social Security Number	<input type="text" value="999999999"/> Digits Only
Birth Date (DOB)	<input type="text" value="10151975"/> MMDDYYYY -or- M/D/YYYY
Position Desired	<input type="text" value="OPTIONAL"/>
Driver License #	<input type="text" value="REQUIRED FOR MVR REPORT"/>
Issuing State	<input type="text" value="OK"/>
Has this applicant disclosed any previous convictions?	<input type="text" value="YES"/>
If so, please provide the offense, city, state and year.	<input type="text" value="IF YES, PLEASE PROVIDE THE CITY, STATE & YEAR OF OFFENSE. ENTER DETAILED INFORMATION HERE - INFORMATION IS PROVIDED TO RESEARCHER."/>
OK to Contact Present Employer?	<input type="text" value="YES"/> Only applies when ordering employment verifications.
APPLICANT CONTACT INFO	
Applicant Phone Number	<input type="text" value="999-999-9999"/>
Applicant Email Address	<input type="text" value="RECOMMENDED@RECOMMENDED.COM"/>
ADDITIONAL COMMENTS	
	<input type="text" value="OPTIONAL"/>



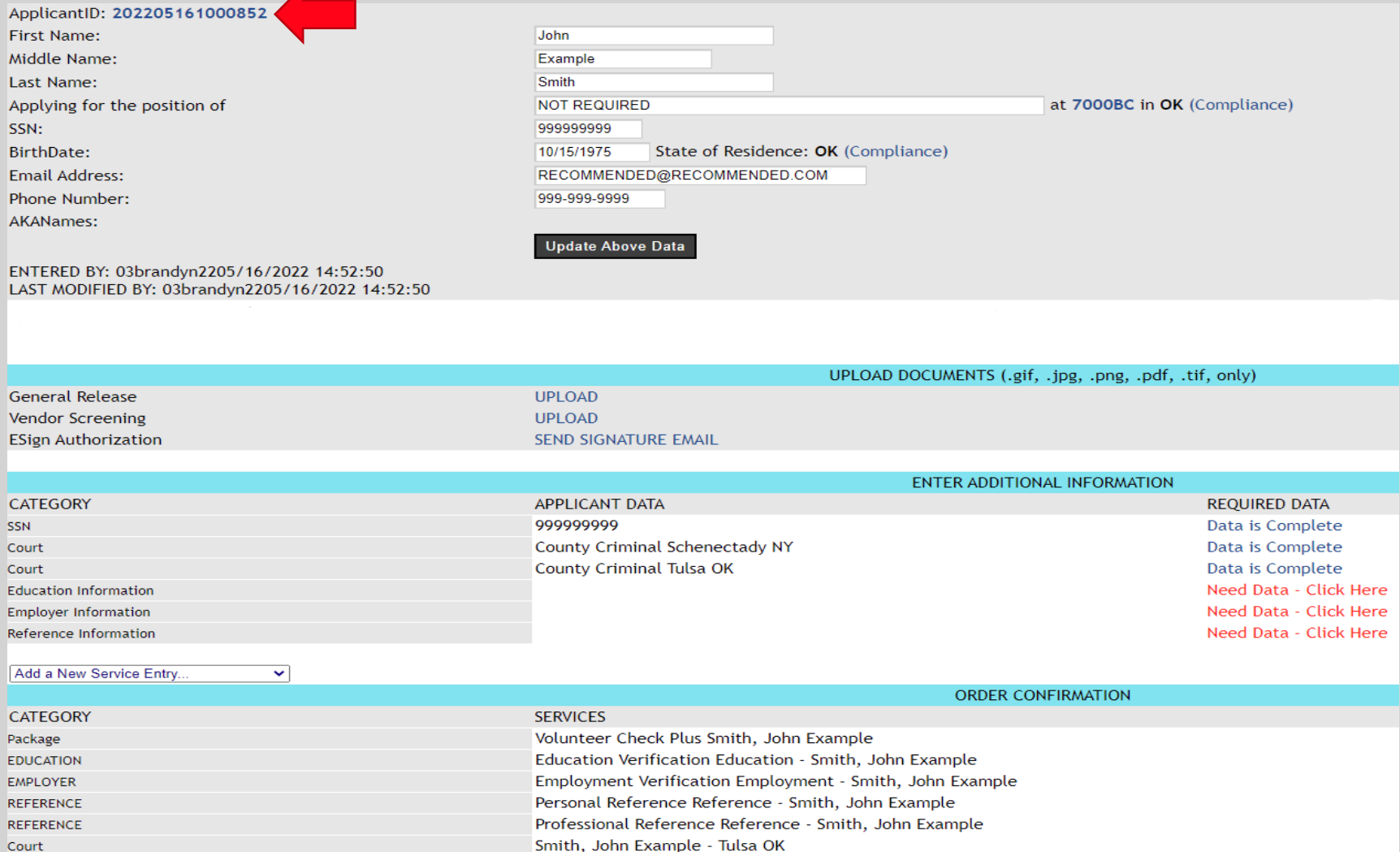
New Order:

- On the next page, you will be able to review your order and view that applicants individual **ApplicantID** as shown by the arrow below. Each applicant you enter an order for will automatically have an ApplicantID populated for them in our system. If you need to update any data listed, click the **Update Above Data** button. DO NOT click the back page button, as it will delete other information entered.

- Under **UPLOAD DOCUMENTS**, you can upload documents such as a Disclosure & Authorization Forms, SSA89, & state specific forms. Disclosure & Authorization Forms should be completed by the applicant prior to entering a background screening request and kept on file for 5 years or duration of employment, whichever is longer.

- **ENTER ADDITIONAL INFORMATION** is where you would enter additional information for an employment verification, personal references, degree verification or licensing verification. This is only applicable if you have ordered a verification service. As shown below in red text, you will need to add information where it says **Need Data - Click Here**.

- **ORDER CONFIRMATION** will review the information input on the previous page and the products selected.



ApplicantID: **202205161000852**

First Name: John
Middle Name: Example
Last Name: Smith

Applying for the position of NOT REQUIRED at **7000BC** in **OK (Compliance)**

SSN: 999999999
BirthDate: 10/15/1975 State of Residence: **OK (Compliance)**
Email Address: RECOMMENDED@RECOMMENDED.COM
Phone Number: 999-999-9999
AKANames:

Update Above Data

ENTERED BY: 03brandyn2205/16/2022 14:52:50
LAST MODIFIED BY: 03brandyn2205/16/2022 14:52:50

UPLOAD DOCUMENTS (.gif, .jpg, .png, .pdf, .tif, only)

General Release	UPLOAD
Vendor Screening	UPLOAD
ESign Authorization	SEND SIGNATURE EMAIL

ENTER ADDITIONAL INFORMATION

CATEGORY	APPLICANT DATA	REQUIRED DATA
SSN	999999999	Data is Complete
Court	County Criminal Schenectady NY	Data is Complete
Court	County Criminal Tulsa OK	Data is Complete
Education Information		Need Data - Click Here
Employer Information		Need Data - Click Here
Reference Information		Need Data - Click Here

ORDER CONFIRMATION

CATEGORY	SERVICES
Package	Volunteer Check Plus Smith, John Example
EDUCATION	Education Verification Education - Smith, John Example
EMPLOYER	Employment Verification Employment - Smith, John Example
REFERENCE	Personal Reference Reference - Smith, John Example
REFERENCE	Professional Reference Reference - Smith, John Example
Court	Smith, John Example - Tulsa OK

Add a New Service Entry...



New Order:

- The very last step of placing a new order is reviewing the **Terms and Conditions**. Once reviewed, you will then click "I agree" and **SUBMIT ORDER** on the bottom right-hand side of your screen.

And that's it! You've entered a new order. Now all orders placed going forward can be reviewed from the links under the **Recently Entered Reports** column on your Home Page or searched by the **Applicants** tab by last name, SSN or ApplicantID.

Terms and Conditions

By submitting this order, you specifically acknowledge and agree that your use of this service and the information contained herein or generated herefrom is subject to the express terms and conditions contained in your Service Agreement and that any information provided as a result of a search constitutes a consumer report as defined by Fair Credit Reporting Act (FCRA) 15 USC 1681 et seq. Further, you expressly certify:

- (1) that any reports procured will be used for employment or tenant screening purposes only pursuant to FCRA Section 604(a)(3)(B);
- (2) that prior to procuring said report, a clear and conspicuous disclosure has been made to the applicant, in a document consisting only of said disclosure, that a report might be obtained for employment purposes AND that the applicant has authorized, in writing, the procurement of said report;
- (3) that prior to taking any adverse action, based in whole or in part upon said report, you will provide to the applicant a copy of the report and the Federal Trade Commission's publication, A Summary of Your Rights Under the Fair Credit Reporting Act;
- (4) that said report will not be used in violation of any applicable Federal or State law or regulation including those specifically governing equal employment opportunity; and
- (5) that I will limit dissemination of consumer information to only those with legitimate need, permissible purpose, and authorized by consumer; retaining consumer data in a confidential manner; and destroying data in a secure manner as specified in current FTC document destruction rules.
- (6) that precautions necessary to secure any system used to access this service will be taken pursuant to the Security Requirements contained in your Service Agreement.

To proceed with your order, please select "I agree" below, then select "Submit Order".

I agree

I do NOT agree

**SUBMIT
ORDER**





AmericanChecked INC.
Background Screening Solutions®

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New Applicant Order (for Applicant Direct Plus clients ONLY):

This feature is available to our Applicant Direct Plus clients. This allows for your applicants to input all of the required information for a background check themselves via a link sent to them. Once they fill out the necessary fields, they are required to sign the Disclosure & Authorization Forms which is attached for the request to be processed, then an ApplicantID will be created in our system and can be viewed in your Orders tab which can be filtered or searched.

The next slide will show you what is needed on your end for this request to be processed.



New Applicant Order (for Applicant Direct Plus client ONLY):

- Under **ORDER SELECTION**, you will be required to select a package that was curated for you, or A la Carte services based on the specific needs for that applicant's position for which they are applying.
- The **APPLICANT** section will have required fields in **RED** text. Please remember to include a middle name if the applicant lists one. Including a middle name ensures maximum accuracy when searching court records.
- **APPLICANT CONTACT INFO** is imperative to this request because it is where this link will be sent in order for the applicant to fill out the required information to proceed with the background check.

Lastly, clicking the **NEXT** button on the bottom left side of the screen will complete the request and send an email to that applicant, inviting them to fill out everything they need to complete their background check. After clicking the NEXT button, you will be able to search that applicant in our system by last name, SSN or ApplicantID. And that's all there is to it!

ORDER		Requested: 5/11/2022	Printed: 5/11/2022
Ordered by:	7000BC Demo Test	Contract #:	
PO #:	<input type="text" value="NOT REQUIRED"/>		
Department / Recruiter:	<input type="text" value="NOT REQUIRED"/>	<input type="text" value="YOUR NAME WILL BE HERE"/>	
ORDER SELECTION			
Client Comments:			
Recruiter Comments:			
Packages:	Volunteer Check Plus <input checked="" type="checkbox"/> (7 Yr. Single County Criminal Search, Volunteer Check,)		
A la Carte Services:	7 Yr. County Criminal Search <input type="checkbox"/> Statewide Criminal Search <input type="checkbox"/>		
APPLICANT			
NOTE: For maximum accuracy, it is important to provide Middle Names or Initials when searching court records. Please enter Middle Names or Initials available for all names below.			
Applicant First Name	Applicant Middle Name	Applicant Last Name	Applicant Suffix
<input type="text" value="John"/>	<input type="text" value="Example"/>	<input type="text" value="Smith"/>	<input type="text" value=""/>
APPLICANT CONTACT INFO			
Applicant Phone Number:	<input type="text" value="999-999-9999"/>		
Applicant Email Address:	<input type="text" value="REQUIRED@REQUIRED.COM"/>		
NEXT	Clicking NEXT will send email invitation to this Applicant.		





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New Business Order:

This is offered to clients that purchase this feature with one of our Account Executives at the time of account set-up or can be purchased after account set up if requested.

This feature allows a client to run an Expanded Business Profile Report on any company or vendor. This report shows you a companies Credit Logic Score, Data Depth Score, Business Failure Assessment, MultiMax Credit Guideline, Payment Summary and more.

If you or your business is ever interested in purchasing this product, it can always be purchased with one of our Account Executives after the account set up is complete if it is requested.

The next slide will show you what placing a New Business Order looks like.




New Business Order:

- When placing a **New Business Order**, you will select **Business Credit** under **ORDER SELECTION**. This will be offered as an A la Carte Service or included in a package curated for you. Again, this feature is offered for clients who purchased this service at the time of the account set up with one of our Account Executives or can be purchased after the account set up, if it is requested.

- The **BUSINESS INFORMATION** portion will ask you to list as much information as you can about the company you would like to run the Business Credit on. Under Business Identifier please list that companies EIN number (digits only), or nine zeros if unknown.

When complete, click the next button on the bottom of the page, this will process your order. The system will then populate an ApplicantID for the business and can be searched by ApplicantID or company name just like an actual applicant.

ORDER		Requested: 5/11/2022	Printed: 5/11/2022
Ordered by:	700BC	Contract #:	
	Demo Test		
PO #:	<input type="text" value="OPTIONAL"/>		
Department / Recruiter:	<input type="text" value="OPTIONAL"/>	<input type="text" value="YOUR NAME WILL BE HERE"/>	
ORDER SELECTION			
Client Comments:			
Packages:	Volunteer Check Plus <input type="checkbox"/> (7 Yr. Single County Criminal Search, Volunteer Check,)		
A la Carte Services:	7 Yr. County Criminal Search <input type="checkbox"/>	Business Credit <input checked="" type="checkbox"/>	
	Statewide Criminal Search <input type="checkbox"/>		
BUSINESS INFORMATION			
Business Name	<input type="text" value="COMPANY"/>		
DBA Name	<input type="text" value="DOING BUSINESS AS"/>		
List current address below:			
Street -or- P.O. Box	City	State	Zip Code
<input type="text" value="1234 Happy Ln."/>	<input type="text" value="Tulsa"/>	<input type="text" value="OK"/>	<input type="text" value="12345"/>
Business Identifier:	<input type="text" value="999999999"/> (EIN or DUNS - enter digits only. If unknown, enter 9 zeroes - 000000000)		
Business Phone Number:	<input type="text" value="999-999-9999"/>		
Business Email Address:	<input type="text" value="UNKNOWN@UNKNOWN.COM"/>		
MISCELLANEOUS			
Comments:	<input type="text" value="OPTIONAL"/>		
			<input type="button" value="NEXT"/>

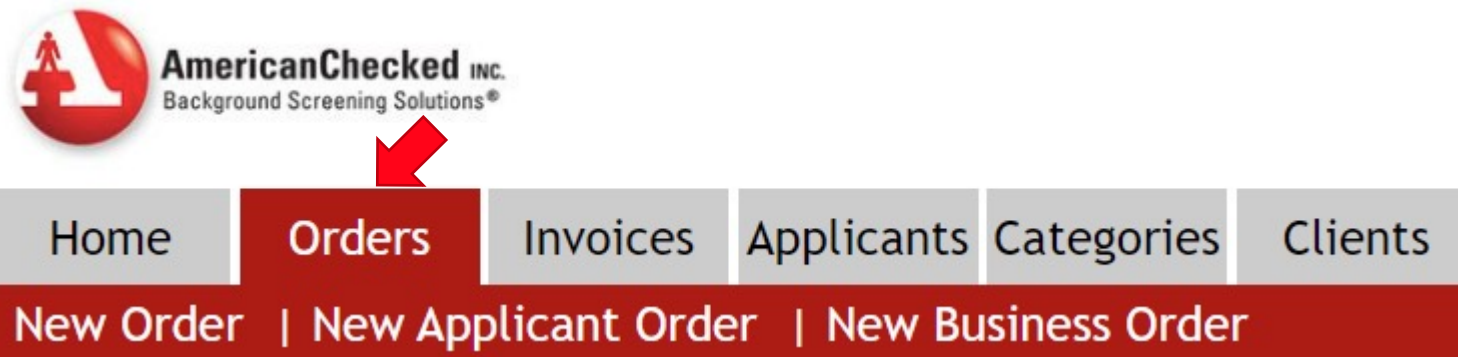
Orders:

- The Orders tab on your home screen will be very useful to you and your team by offering multiple ways to narrow your search down to specific orders by filtering your search by **Client ID** (if you have access to multiple accounts), **Applicant ID**, **Last Name**, **Status** (entered, submitted, received), **Department & Recruiter**. In the next column you are able to search between dates.

- The **Sort by:** category on the right-hand side of the page can sort your search even further by choosing the **Ascending & Descending** fields for your applicants.

- The results of your orders search will be displayed under the **blue text** and displayed in order of ClientID, Department, Recruiter, ApplicantID, Applicant Name, and Order Status.

You will be able to then click on their **Applicant ID** to view that applicants order information if needed.



Client ID	7000BC ▾	Date	From:	To:	Sort by:
ApplicantID	<input type="text"/>	Entered	<input type="text"/>	<input type="text"/>	<input type="text"/> ▾ Ascending ▾
Last Name	<input type="text"/>	Submitted	<input type="text"/>	<input type="text"/>	<input type="text"/> ▾ Ascending ▾
Status	<input type="text"/> ▾	Received	<input type="text"/>	<input type="text"/>	<input type="text"/> ▾ Ascending ▾
Department	<input type="text"/>	Released	<input type="text"/>	<input type="text"/>	
Recruiter	<input type="text"/>				
					GO
ClientID	Department	Recruiter	Applicant ID	Applicant Name	Order Status

Invoices:

- The Invoices tab will let you, or those on your team who have access, to view previous invoices. You are able to filter your view by filling out the **ClientID** of the account you are wanting to view (if you are a parent/child account), **Format** (which can be an expanded view or a summary view), and **Invoice Date**. All results from your search will be provided under the **blue text**. Invoices close the last day of the previous month.

*Please Note: Only users within the account that have these permissions in place at the time of account set up are able to view invoices. Permissions for users on the account can always be modified if requested.



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New Order | New Applicant Order | New Business Order

ClientID @ wild card not allowed Format

From: To:

Invoice Date

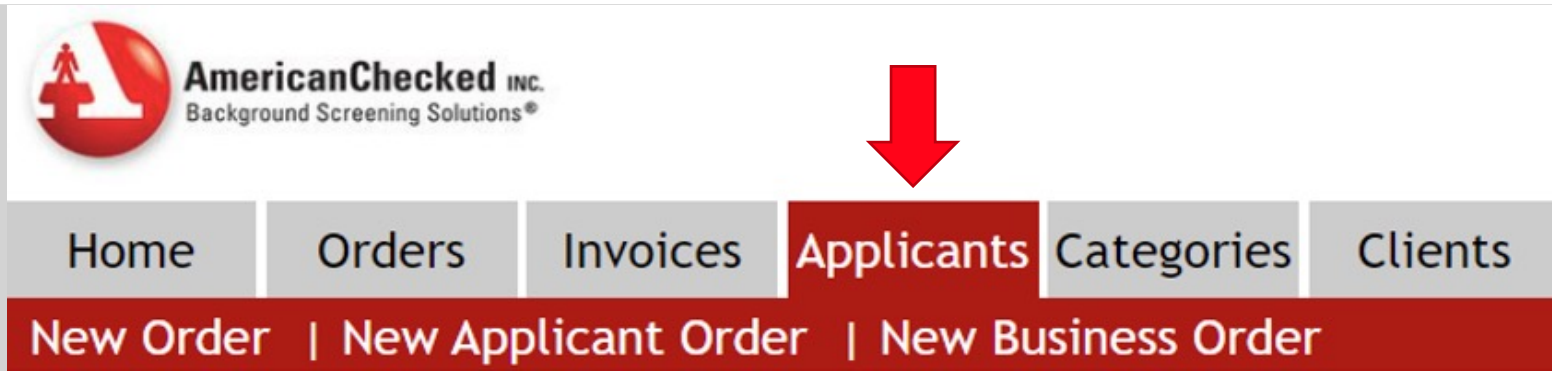
GO

CompanyID	Invoice Date	Invoice Number	Amount	Summary	Expanded
		TOTAL	\$0.00		

Applicants:

- This tab allows you to search for applicants by the same criteria as the Orders tab but this one also offers **SSN** and the **Meet Requirements** drop down option. All of the applicant's information will be sorted below the search categories by ClientID, Applicant ID, Applicant Name, Status of the order, Control Number, Meets Requirements (Y/N), Comments, and RA (reporting agency) APP ID.

- The **Sort by:** category on the right-hand side of the page can sort your search even further by choosing the **Ascending & Descending** fields for applicants as well as a **Meets Requirements** drop down option.



Home | Orders | Invoices | **Applicants** | Categories | Clients

New Order | New Applicant Order | New Business Order

Client ID	<input type="text"/>	Date	From: m/d/yyyy	To: m/d/yyyy	Sort by:
ApplicantID	<input type="text"/>	Submitted	<input type="text"/>	<input type="text"/>	<input type="text"/> Ascending <input type="text"/>
Last Name	<input type="text"/>	Received	<input type="text"/>	<input type="text"/>	<input type="text"/> Ascending <input type="text"/>
Status	<input type="text"/>	Released	<input type="text"/>	<input type="text"/>	<input type="text"/> Ascending <input type="text"/>
Department	<input type="text"/>				
Recruiter	<input type="text"/>				
SSN	<input type="text"/>				
Meets Requirements	<input type="text"/>				Meets Requirements <input type="text"/>
					GO

ClientID	Applicant ID	Applicant Name	Status	Control Number	Meets Requirements?	Comments	RA APP ID
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Categories:

The Categories tab will help you search for applicants via a specific category. On the bottom left of the search menu, there will be a drop-down menu entitled **Category** that offers you a way to search for certain applicants by **Education, Employer, DMV, Court, SSN, Drug** & more. Simply enter in your Client ID and applicants last name and choose from the drop-down menu. Or, just enter your Client ID and choose the category of how you would like to have your applicants search filtered.



Home

Orders

Invoices

Applicants

Categories

Clients

New Order | New Applicant Order | New Business Order

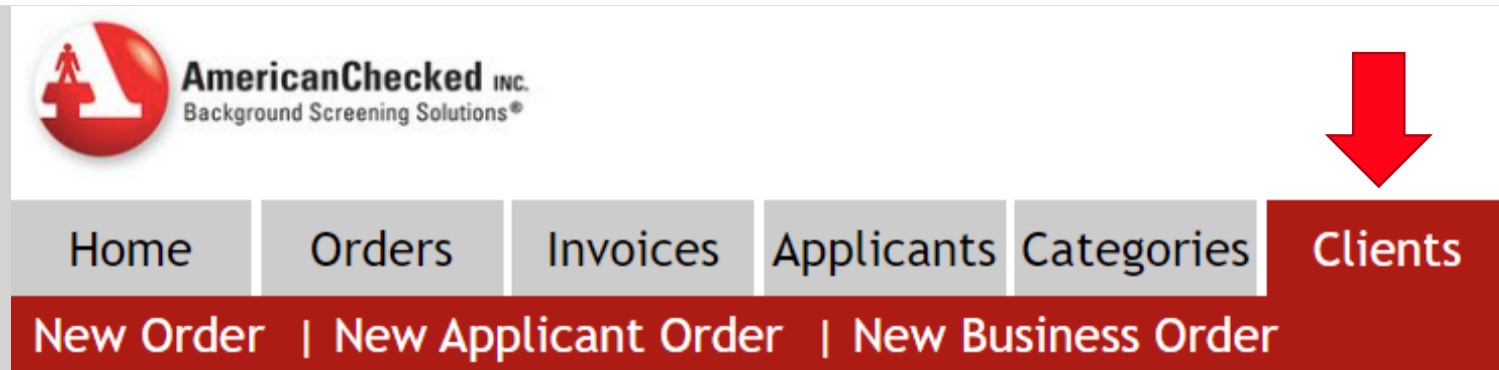
Client ID	<input type="text"/>	Date	From: mm/dd/yyyy	To: mm/dd/yyyy	Sort by:	<input type="text"/>	Ascending	▼
ApplicantID	<input type="text"/>	Entered	<input type="text"/>	<input type="text"/>		<input type="text"/>	Ascending	▼
Location Name	<input type="text"/>	Submitted	<input type="text"/>	<input type="text"/>		<input type="text"/>	Ascending	▼
Status	<input type="text"/>	Delivered	<input type="text"/>	<input type="text"/>		<input type="text"/>	Ascending	▼
Category	<input type="text"/>	Released	<input type="text"/>	<input type="text"/>		<input type="text"/>		

Education
Employer
DMV
Court
SSN
Drug
ProfLicense
Reference
OtherSearch

GO

Clients:

Lastly, the **Clients** tab will show you the information we have of the account you are logged into as well as information of other accounts you have access to. It will show you your **Client ID**, **Client Name**, **Address**, **City**, **State** and **Zip code**.



Client ID	Client Name	Address	City	State	Zip Country
7000BC	Demo Test	4870 South Lewis Avenue	TULSA	OK	74105 US

That completes the review for your home screen tabs!
We hope these slides have been helpful to you and your team and makes your day-to-day usage of AmericanChecked seamless and proficient.

Frequently Asked Questions:

- **Q: What is my Client ID?**

A: Your Client ID is the first four digits of your username. For example, if your username is 1234sarah12, your Client ID is '1234'.

- **Q: I've locked myself out of my account after trying to log in with the incorrect username/password, can you help me?**

A: Of course! Our Client Service team is available to reset your password by calling (800) 975- 9876, Monday – Friday 8am – 5:30pm CST or by submitting a ticket into our helpdesk at helpdesk@americanchecked.com. Just include your Client ID and name & we'll send you a password reset link to the email address we have on file for you.

*Please Note: for maximum security, your account with AmericanChecked will prompt you to reset your password every 90 days.

- **Q: Can I have an ETA for this applicant's reports?**

A: ETA's can be requested anytime at helpdesk@americanchecked.com or by calling us at (800) 975- 9876 Monday – Friday 8am – 5:30pm CST. If we have the information available to give you an ETA, we absolutely will. If we need to reach out to a researcher for that information or reach out to a court clerk for assistance, we can always follow-up with you about the ETA or any status updates we may have on that applicant.

- **Q: I have a new user that needs to be added to my companies AmercianChecked account, what do I need to do?**

A: Absolutely! Again, give us a call or send us an email. All we will need is someone who is already a user on the account to make the request via helpdesk or phone, and then we will send that new user a separate welcome email with their first time log-in credentials.

*Please note: a new user is not able to add themselves to the account. It must be requested by an existing user.

- **Q: I have questions about my invoice/ how do I pay my invoice?**

A: Payments of invoices are to be made no later than 15 days after invoice is received. Please send payments to our lockbox:

AmericanChecked DEPT 0208
PO BOX 120208
DALLAS TX 75312-0208

or for overnight payments:

Dallas Regional Lockbox
AmericanChecked 890208 1501 North
Plano Road, Ste 100
RICHARDSON TX 75081

Please send remittance notes/details to our team via Remittance@AmericanChecked.com & **invoice questions** to our AR team via ARC@AmericanChecked.com.



From all of us here at AmericanChecked, thank you for choosing us for all of your businesses background screening needs.

Never hesitate to reach out at helpdesk@americianchecked.com or (800) 975- 9876, Monday – Friday 8am – 5:30pm CST.

